User Manual

Unity Client For Apple Mac

Version 1.3

20-May-14

Kakapo Systems

Revision History

Date of Update	Updated Contents	Updated By	Status	Version
09-Sept-2013	Installation	Felix Rovin Vincent & Ebin James	Unapproved	V0.1
18-Sept-2013	Sections 'Retrieve logs' and 'U ninstall' added.	Ebin James	Unapproved	V0.2
18-Sept-2013	Header & Footer corrected; Ad ded section 3.9 Keep in Dock	Felix Rovin Vincent	Unapproved	V1.0
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1 Introduction

This document is intended for end users who wish to use the 'Unity Client for Apple Mac' product. The basic steps to install, uninstall and retrieve logs are covered in this document under their respective sections. This manual is intended for Unity versions 1.1.0.2 upwards only, for previous versions of Unity client please refer to an older manual.

2 Overview

Unity Client For Apple Mac

Unity Client For Apple Mac is a Java client that combines call control, instant messaging and presence (IM&P), service configuration, enterprise support, click-to-dial busy lamp field to enhance the user experience. Unity improves workgroup collaboration, bringing users closer to each other and simplifying internal and external communication.

2.1 Key Features

- Call control
- Access to BroadWorks Directories
- User Status [Busy Lamp Field] – Displays up to 20 users
- Instant Messaging & Presence
- BroadWorks service configuration

2.2 System Requirements

- Mac OS X 10.6 or higher
- Intel Processor

2.3 Software Requirement

- Apple-provided Java SE 6

2.4 Hardware Requirements

- Minimum 128 MB RAM
- Minimum 200 MB of disk space

2.5 Network Requirement

- A working network card and internet connectivity is necessary for running this software.

3 Installation

1. Locate and double-click the UnityClient.mpkg.zip (Mac) file to extract. Please contact your service provider if unsure of the location of this file.
2. Double-click the UnityClient.mpkg
3. Follow the on-screen prompts to install the software.
4. After completing installation, open the Applications and click Unity icon.

3.1 Introduction

The first step outlines offers an introduction. Click the 'Continue' button to proceed.

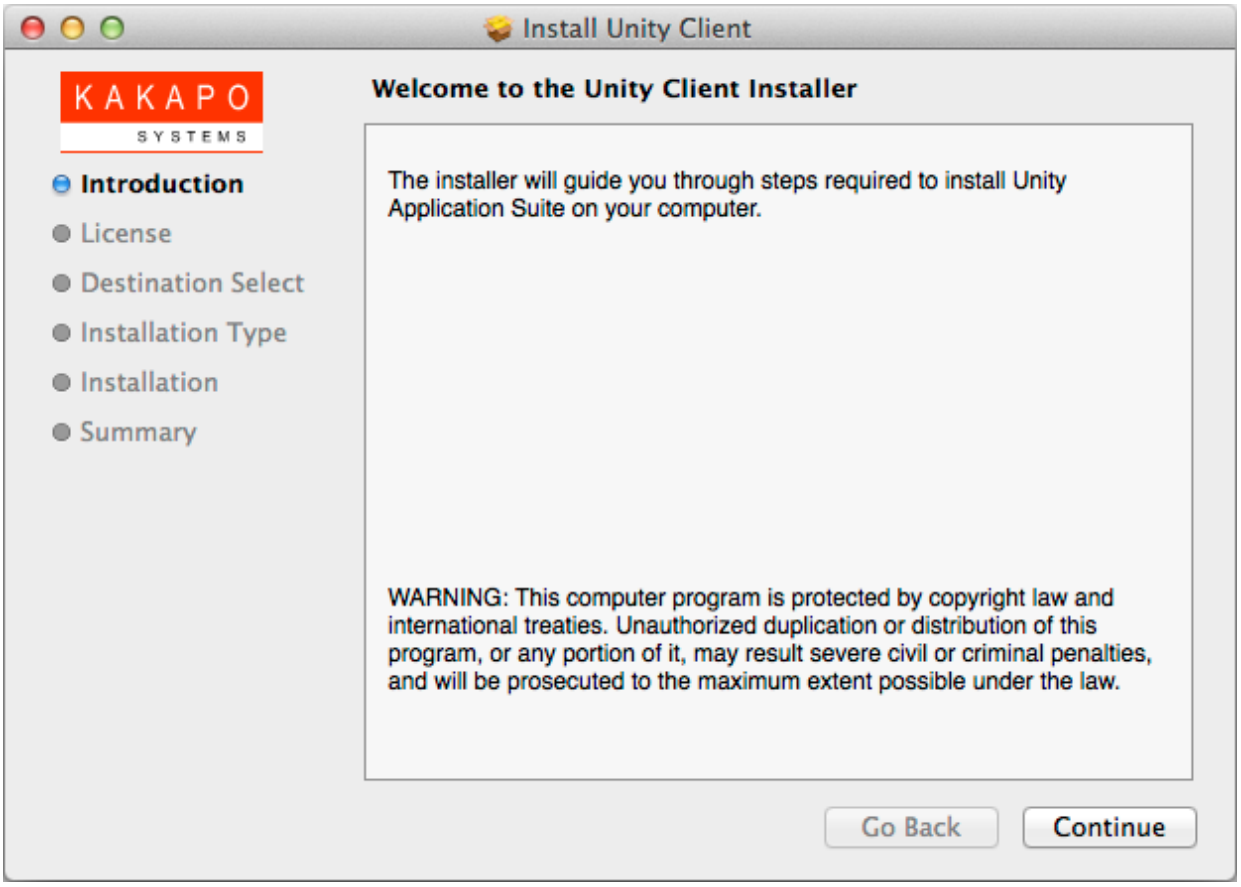
Install Unity Client
KAKAPO SYSTEMS
Introduction
License
Destination Select
Installation Type
Installation
Summary
Welcome to the Unity Client Installer
The installer will guide you through steps required to install Unity Application Suite on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Go Back
Continue

Figure 1 Introduction

3.2 License

The next step displays the Unity Suite License Agreement. Please make sure that you read the license agreement carefully before proceeding to the next step by clicking the 'Continue' button.

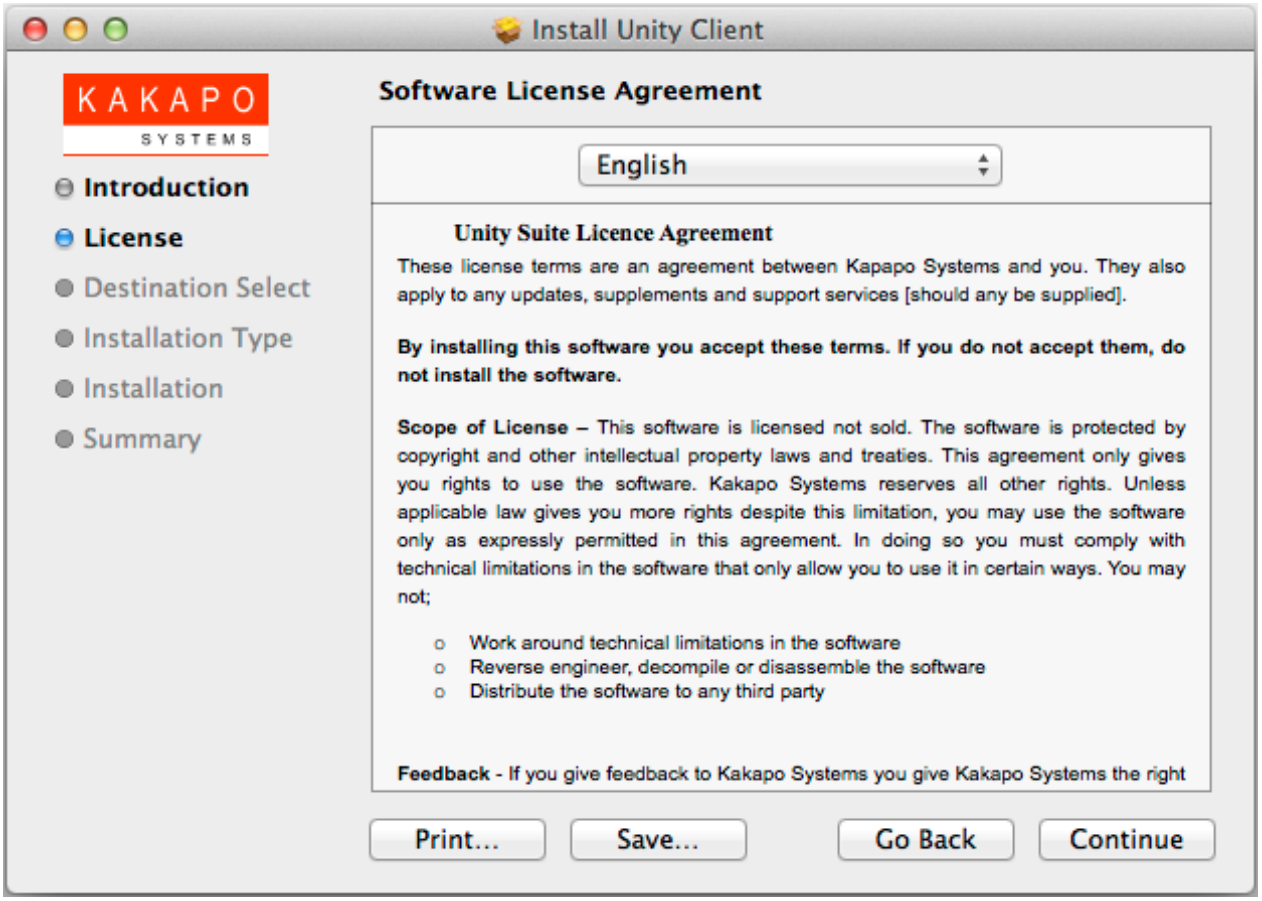
Install Unity Client
KAKAPO SYSTEMS
Introduction
License
Destination Select
Installation Type
Installation
Summary
Software License Agreement
English
Unity Suite Licence Agreement
These license terms are an agreement between Kapapo Systems and you. They also apply to any updates, supplements and support services [should any be supplied].
By installing this software you accept these terms. If you do not accept them, do not install the software.
Scope of License – This software is licensed not sold. The software is protected by copyright and other intellectual property laws and treaties. This agreement only gives you rights to use the software. Kakapo Systems reserves all other rights. Unless applicable law gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so you must comply with technical limitations in the software that only allow you to use it in certain ways. You may not;
Work around technical limitations in the software
Reverse engineer, decompile or disassemble the software
Distribute the software to any third party
Feedback - If you give feedback to Kakapo Systems you give Kakapo Systems the right
Print...
Save...
Go Back
Continue

Figure 2 License

3.3 Terms of the software license agreement

This steps asks for confirmation that you understand and accept the Unity Suite License Agreement. Click 'Agree' to continue with the installation.

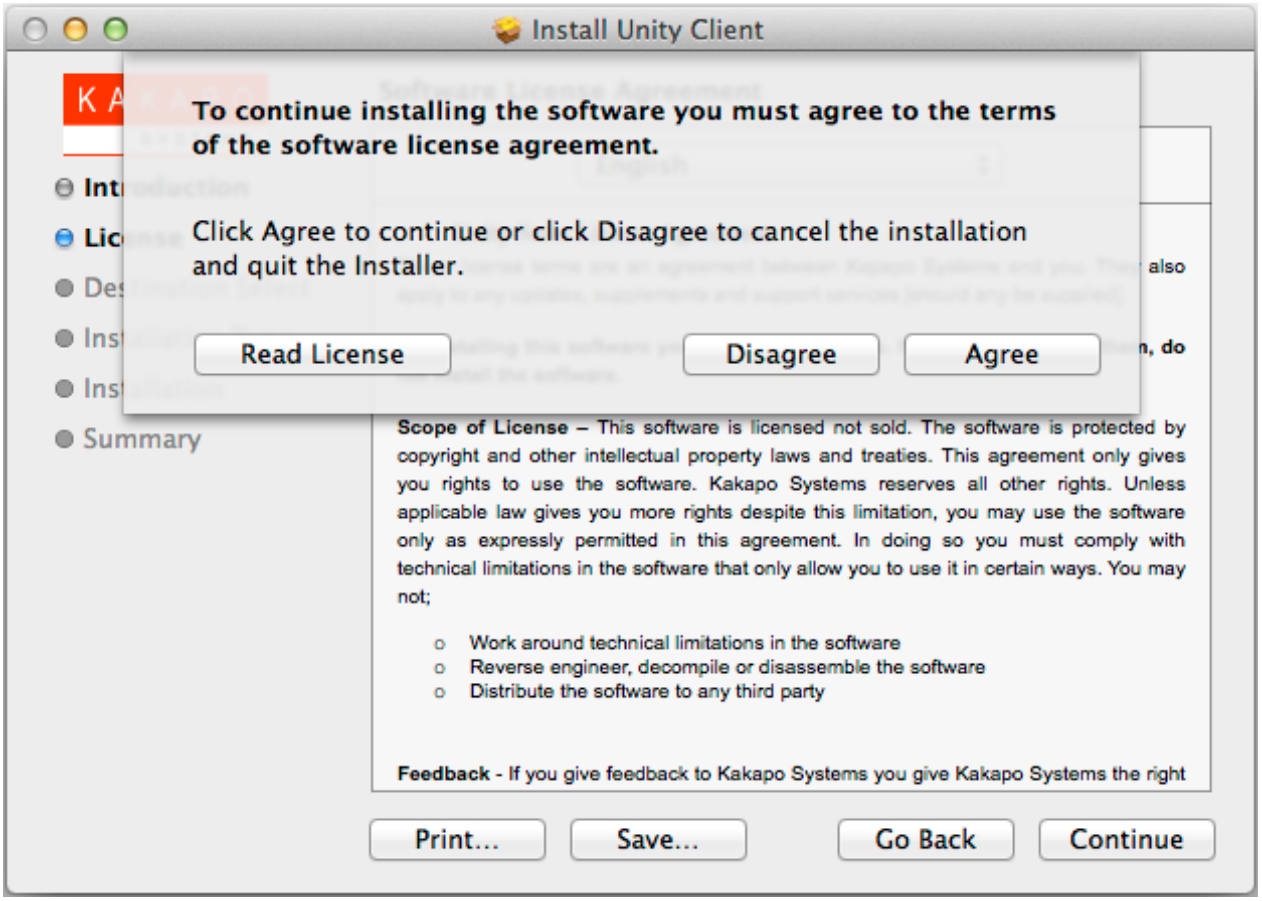
Install Unity Client
To continue installing the software you must agree to the terms of the software license agreement.
Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
Read License
Disagree
Agree
Summary
Scope of License – This software is licensed not sold. The software is protected by copyright and other intellectual property laws and treaties. This agreement only gives you rights to use the software. Kakapo Systems reserves all other rights. Unless applicable law gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so you must comply with technical limitations in the software that only allow you to use it in certain ways. You may not;
Work around technical limitations in the software
Reverse engineer, decompile or disassemble the software
Distribute the software to any third party
Feedback - If you give feedback to Kakapo Systems you give Kakapo Systems the right
Print...
Save...
Go Back
Continue

Figure 3 License agreement

3.4 Destination

This step allows you to change the location where Unity is installed Click 'Continue' button to proceed.

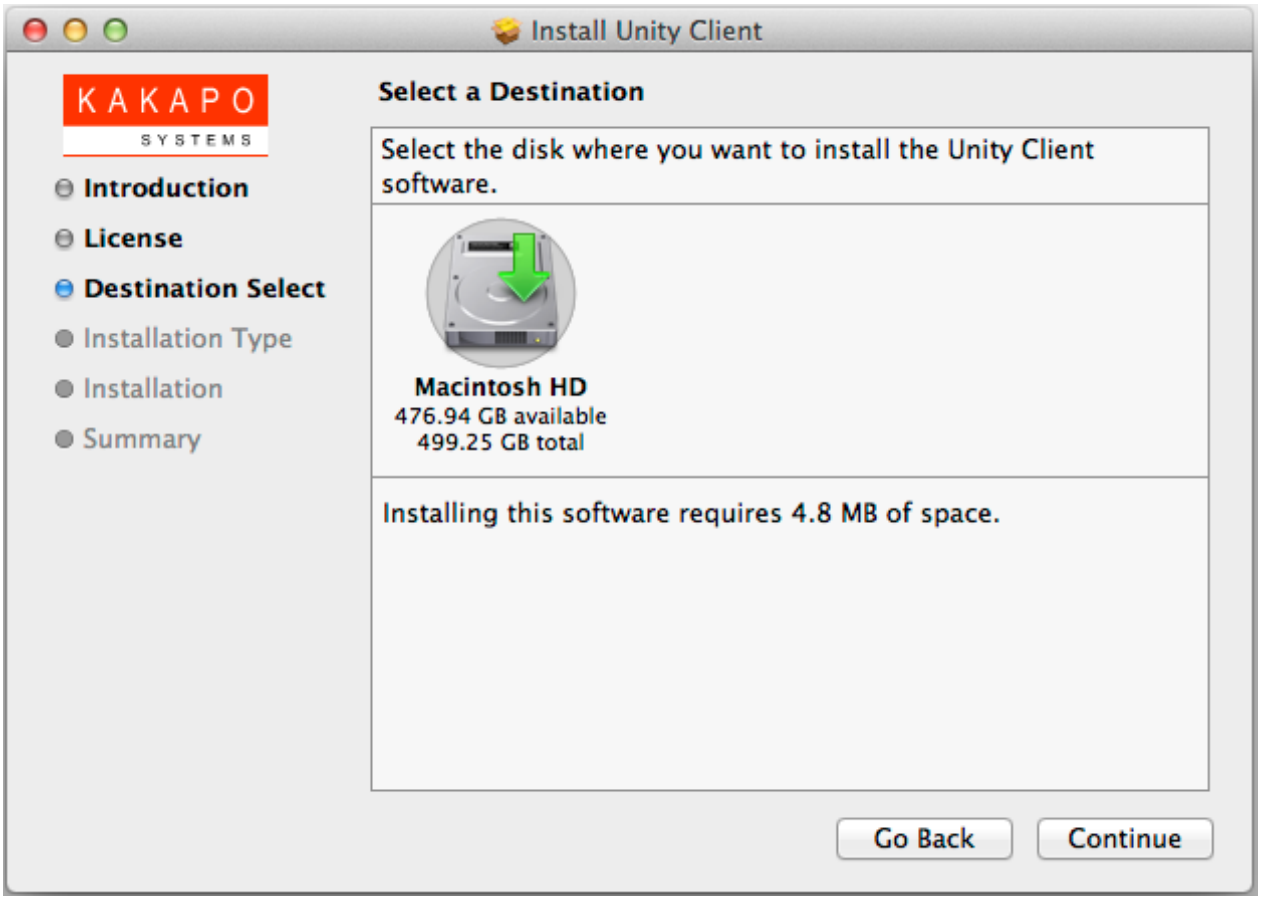

Figure 4 Destination

3.5 Installation Type

This step confirms the installation details and prompts the user to proceed with the installation.

Click the 'Install' button to install Unity.

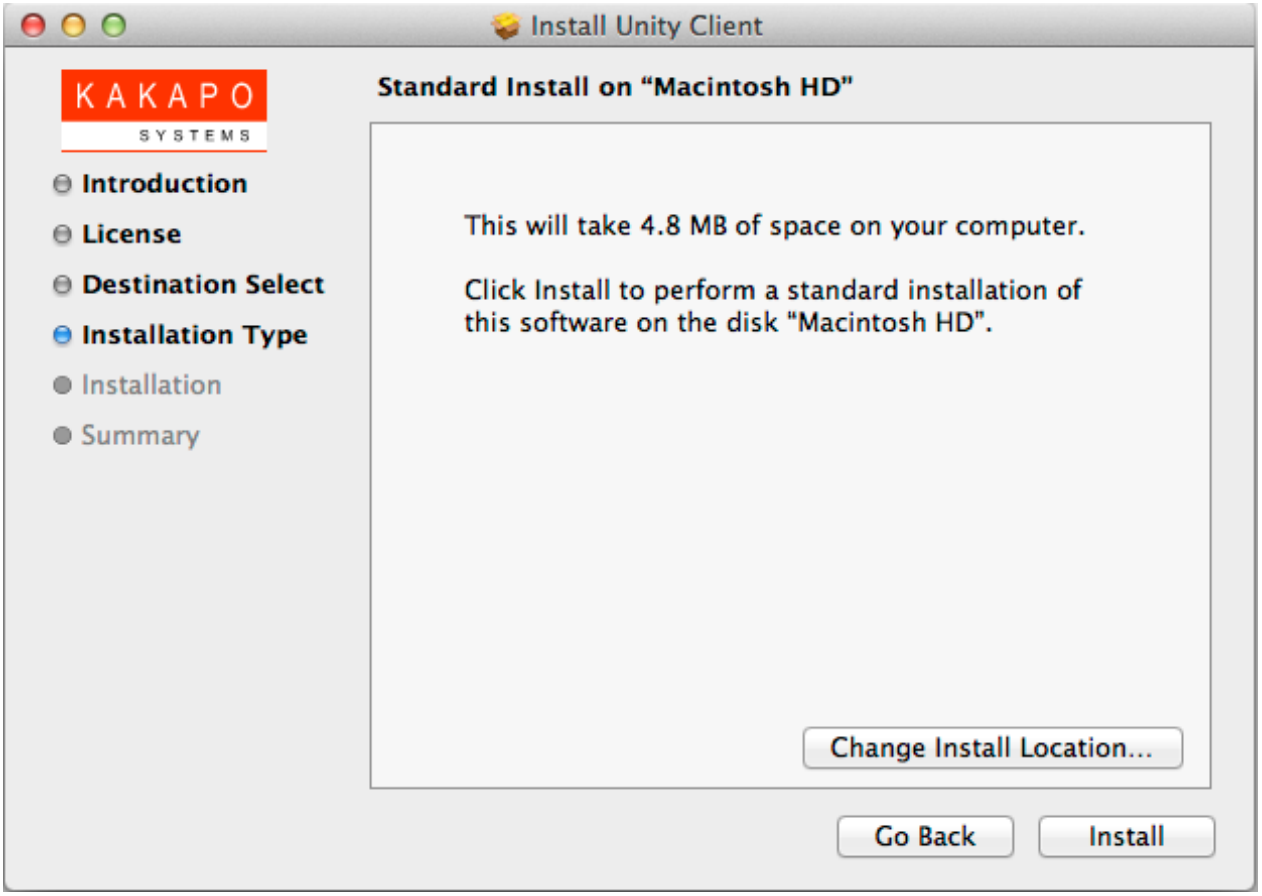

Figure 5 Installation type

3.6 Confirm Login Details

When installing Unity, you may be prompted to confirm the user name and password of your system. If so, please enter these details and click Install Software.

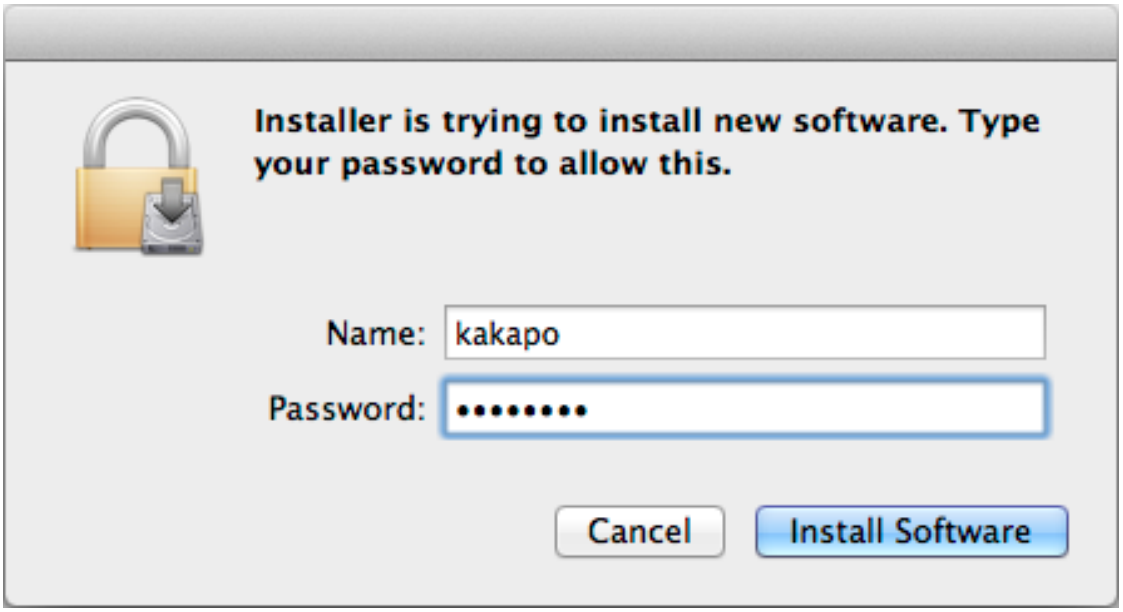

Figure 6 Confirm login details

3.7 Summary

At this point Unity is successfully installed on your system.

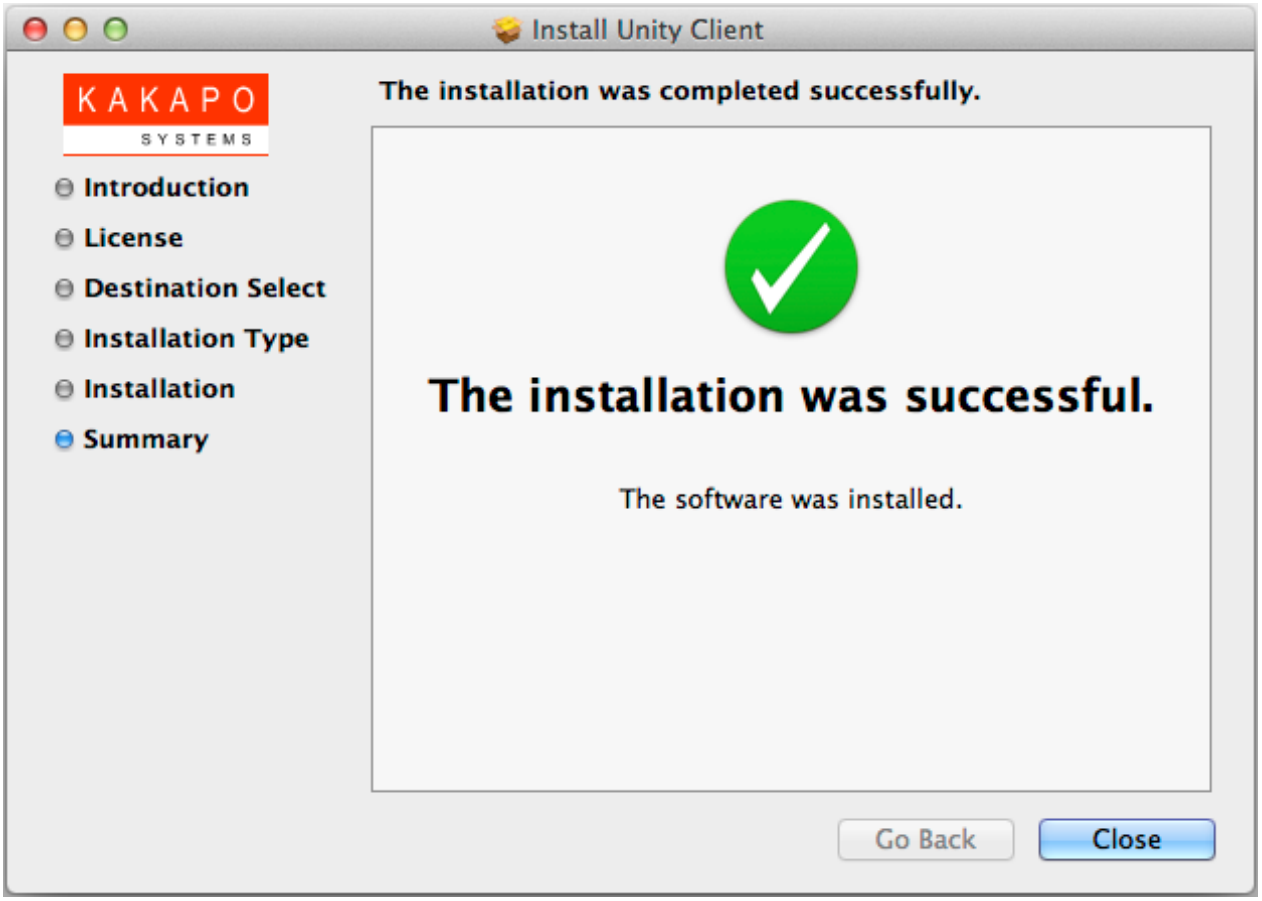

Figure 7 Summary

3.8 Launch Unity

After completing the installation, you will find Unity in Finder > Applications. Double click to launch Unity.

3.9 Getting Started

The first time Unity is launched, you may be prompted to enter authentication and connection details.

3.9.1 Entering Login Details

You will be prompted to enter authentication details when you first start Unity or if the login details entered were incorrect.

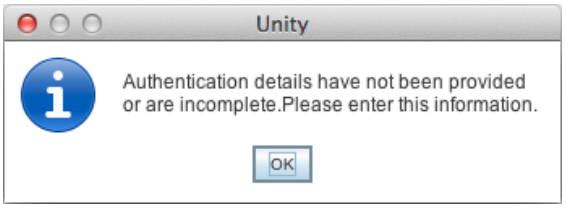

Figure 8 Prompt to enter authentication details

You may be required to include the domain as part of your login ID. Please contact your service provider if you are unsure what this is.

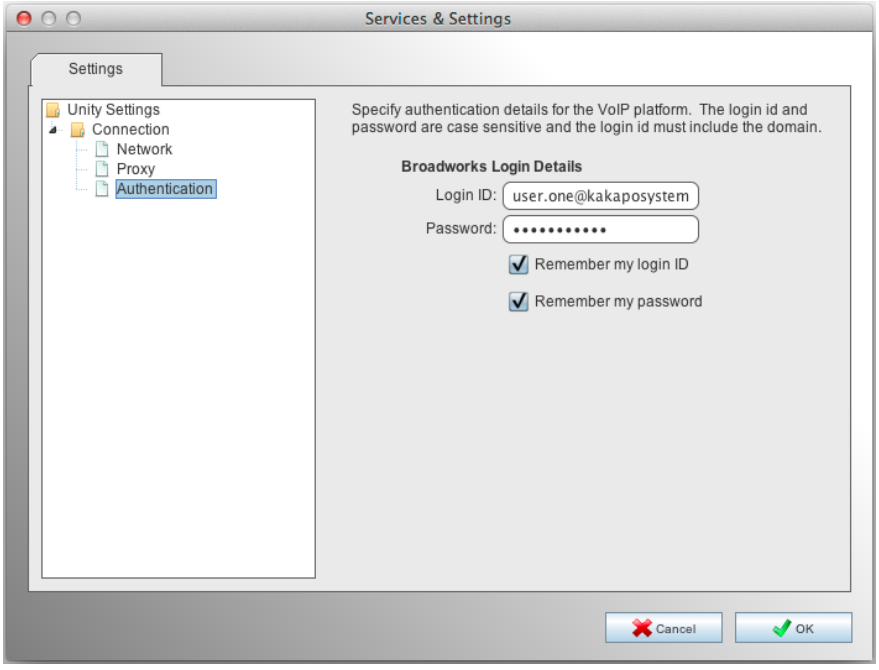

Figure 9 Authentication settings

3.9.2 Entering Connection Details

If the service provider connection details are not pre-configured, you will be prompted to enter them manually, as below

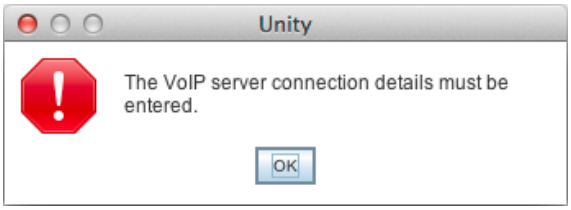

Figure 10 Prompt to enter connection details

Please ensure that the address of the XSI server of your service provider is entered when entering the VoIP server details. Please contact your provider to confirm these details if unsure.

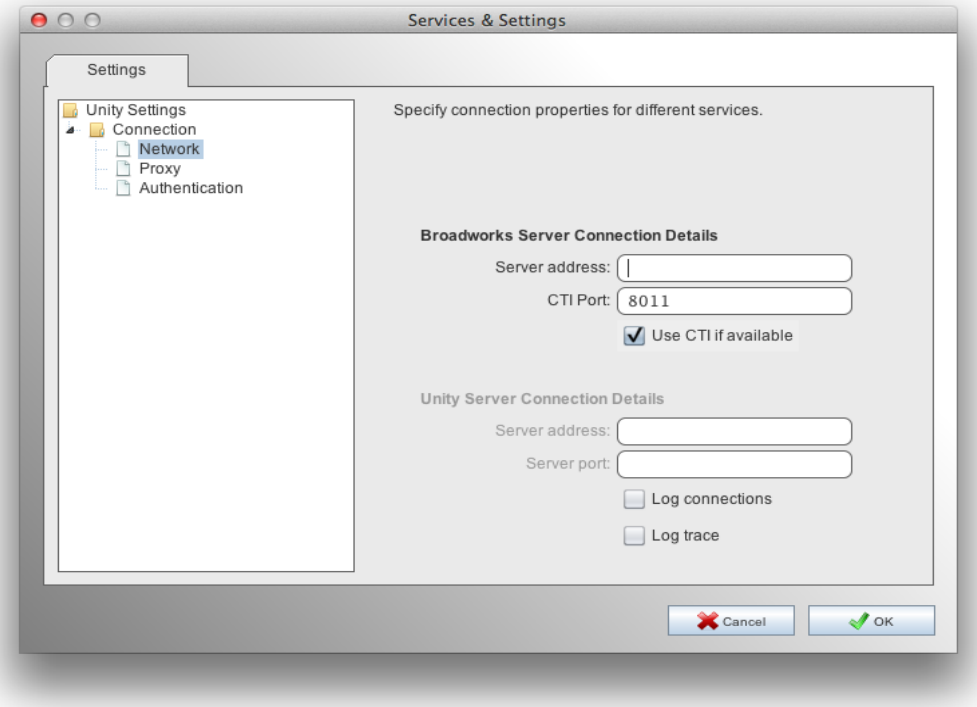

Figure 11 Network settings

Please note, you are not required to enter the Unity Server Connections Details. We recommend the users to always keep the use CTI option checked as it will help unity to receive Broadworks events faster.

3.10 Keep in Dock

You can select the 'Keep in Dock' option from the context menu meaning Unity is always shown in the dock. To do this, simply secondary click the Unity icon when running and select Keep in Dock, as below.

Figure 12 Keep in Dock

4 How to Retrieve Logs

4.1 Go to About window.

- Go to About Unity window by selecting **About** from **Help** menu in Unity window.

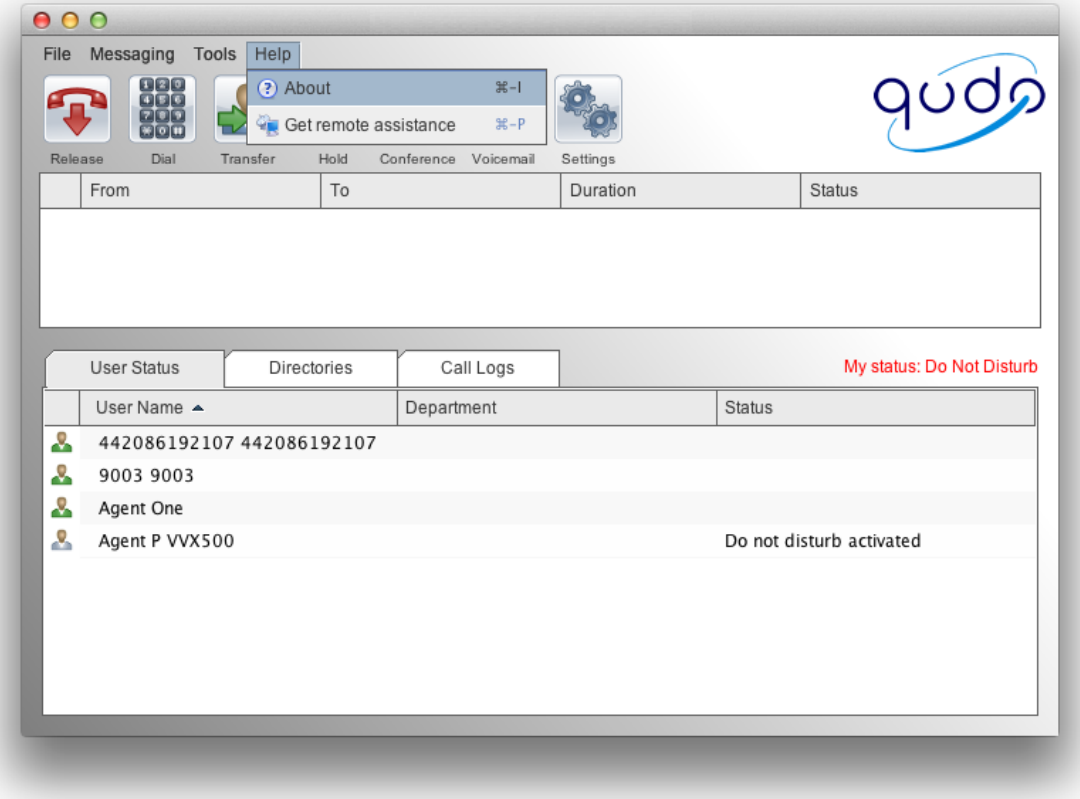

Figure 13 About Menu

4.2 Navigate to working folder

- Navigate to the working folder for Unity which is available in the **About Unity** window. The user can reach to the working folder with ease by just clicking on the folder path in **About Unity** window**.**

About Unity
Unity Desktop
Version : 1.1.0.3
License type : Enterprise (no expiry)
Java version : 1.6.0_65 (Apple Inc.)
OS version : Mac OS X 10.9.2
Working folder : /Library/Application Support/Unity Client
Important Notice
This software and its associated documentation are the copyright of Kakapo Systems Limited. The use of this software is governed by the Licence Agreement accompanying this software.
OK

Figure 14 About Unity window

4.3 Find the logs folder

- You can find the logs in the "logs" folder. Zip this folder by secondary clicking, then selecting Compress from the content menu. This zipped folder should then be sent to your service provider if requested.

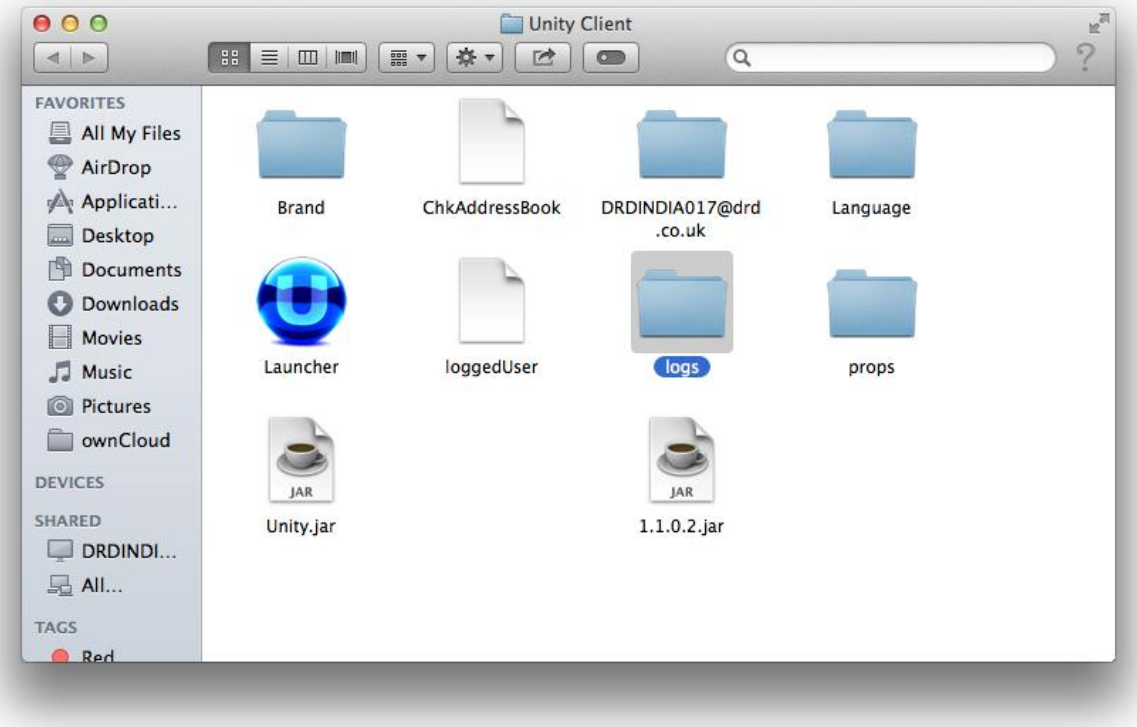

Figure 155 Logs

5 How to Uninstall Unity

5.1 Go to Finder

Go to Finder from the main dock.

Figure 16 Finder

5.2 Navigate to the Unity application

- Locate Unity in the Applications folder.

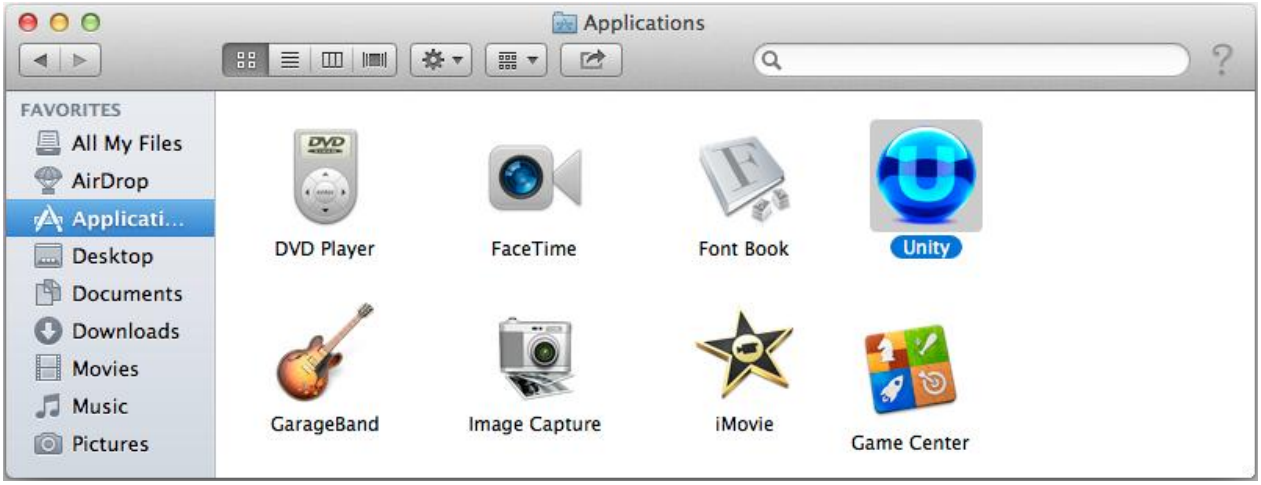

Figure 16 Applications

5.3 Move to Trash.

- Drag the Unity image to Trash or secondary click on the image and select Move to Trash.

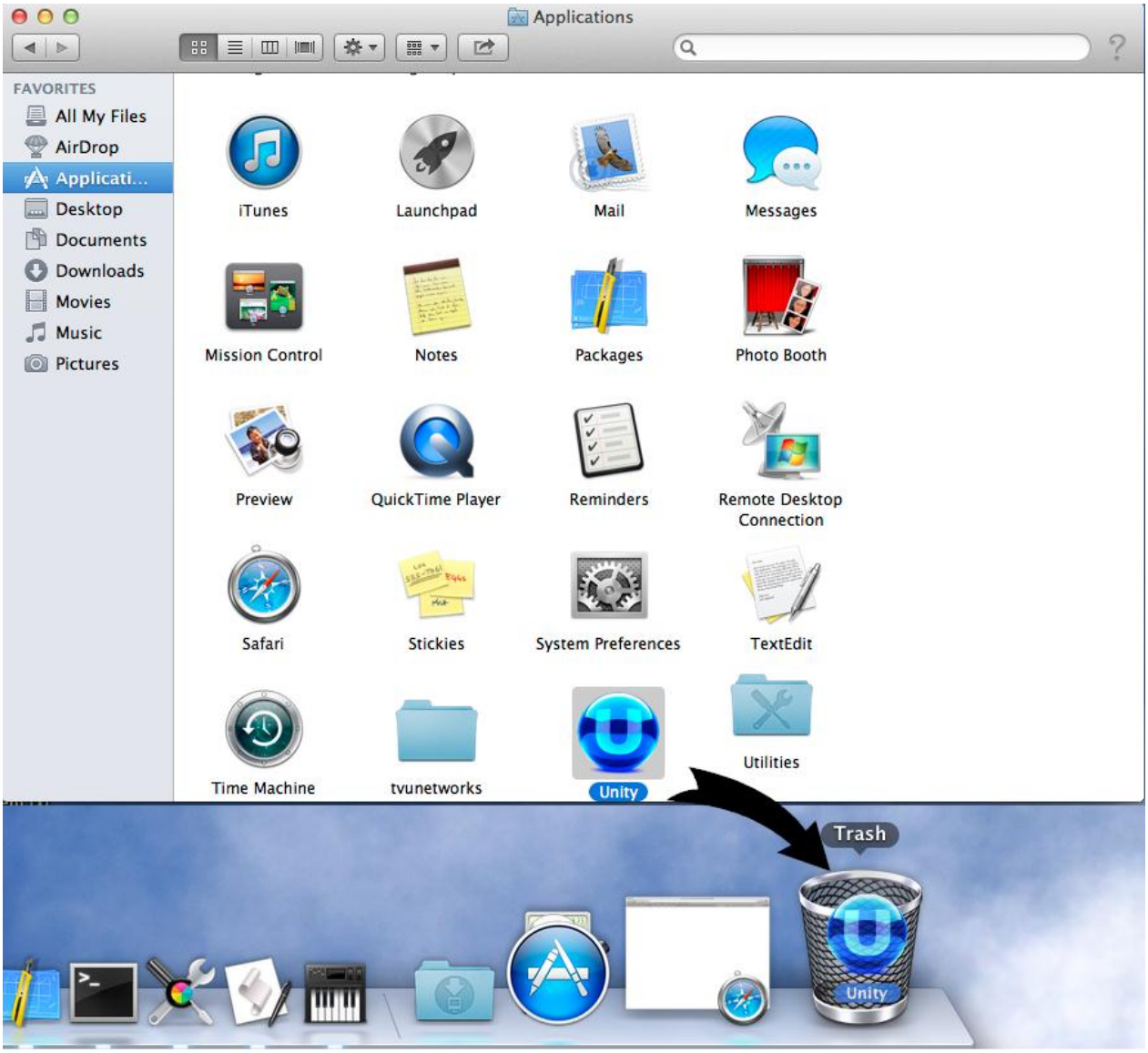

Figure 18 Move to Trash

5.4 Confirm Login Details

- You may be prompted to confirm the user name and password of your system. If so, please enter these details and click OK.

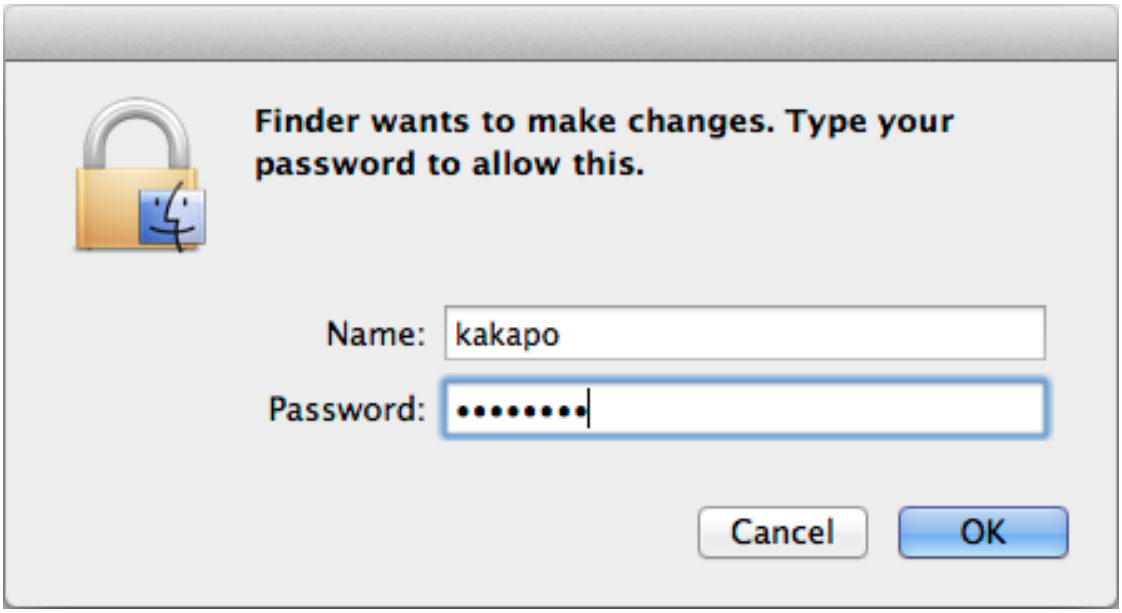

Figure 19 Name and Password

5.5 Goto 'Computer'

From the 'Go' menu (at the top of your Mac screen) select 'Computer'.

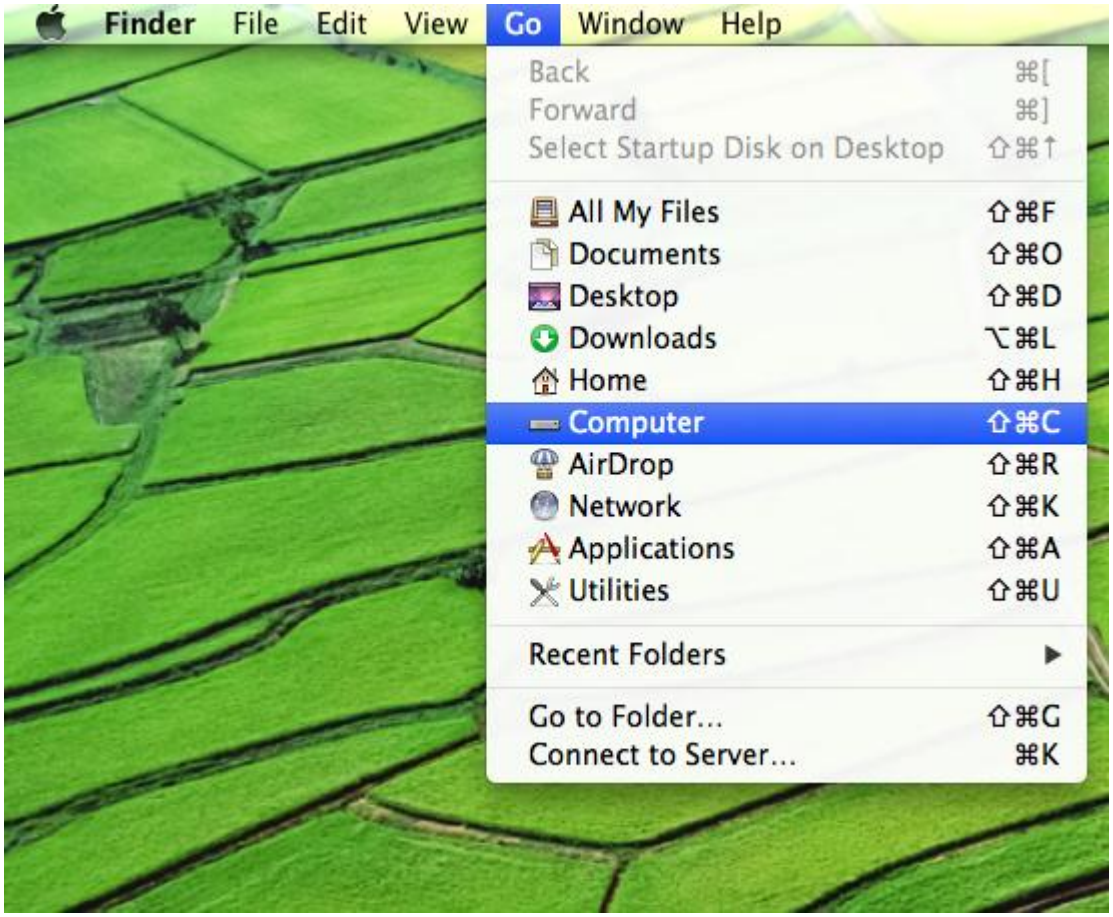

Figure 17 'Go' menu

5.6 Select ‘Macintosh HD’

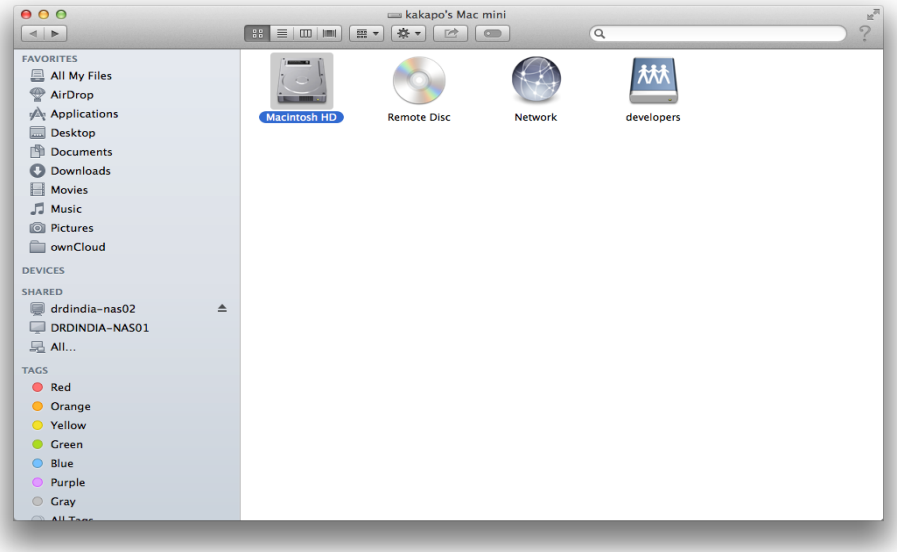

Figure 18 Computer

5.7 Select ‘Library’ Folder

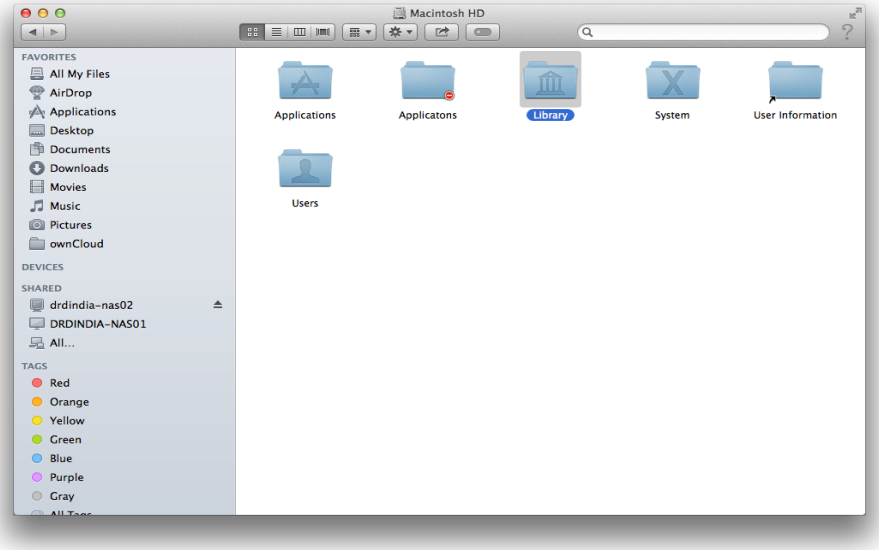

Figure 19 'Macintosh HD'

5.8 Select ‘Application Support’ Folder from ‘Library’

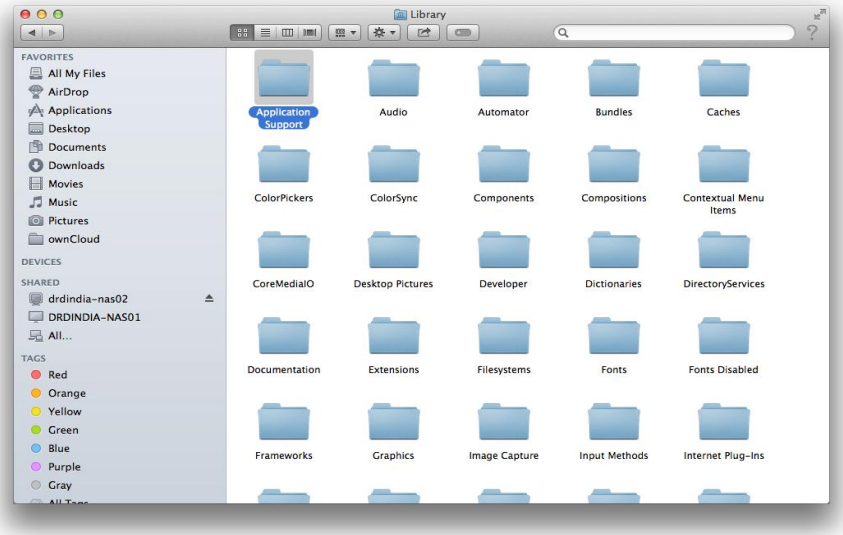

Figure 20 'Library' folder

5.9 Move ‘Unity Client’ folder to trash from ‘Application Support’

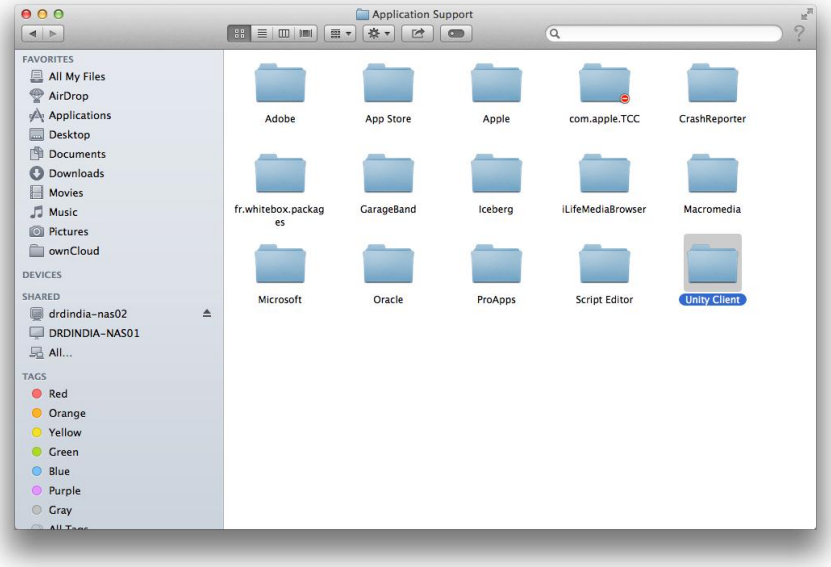

Figure 21 'Application Support' folder.

5.10 Make sure that Unity is not present in 'Applications'.

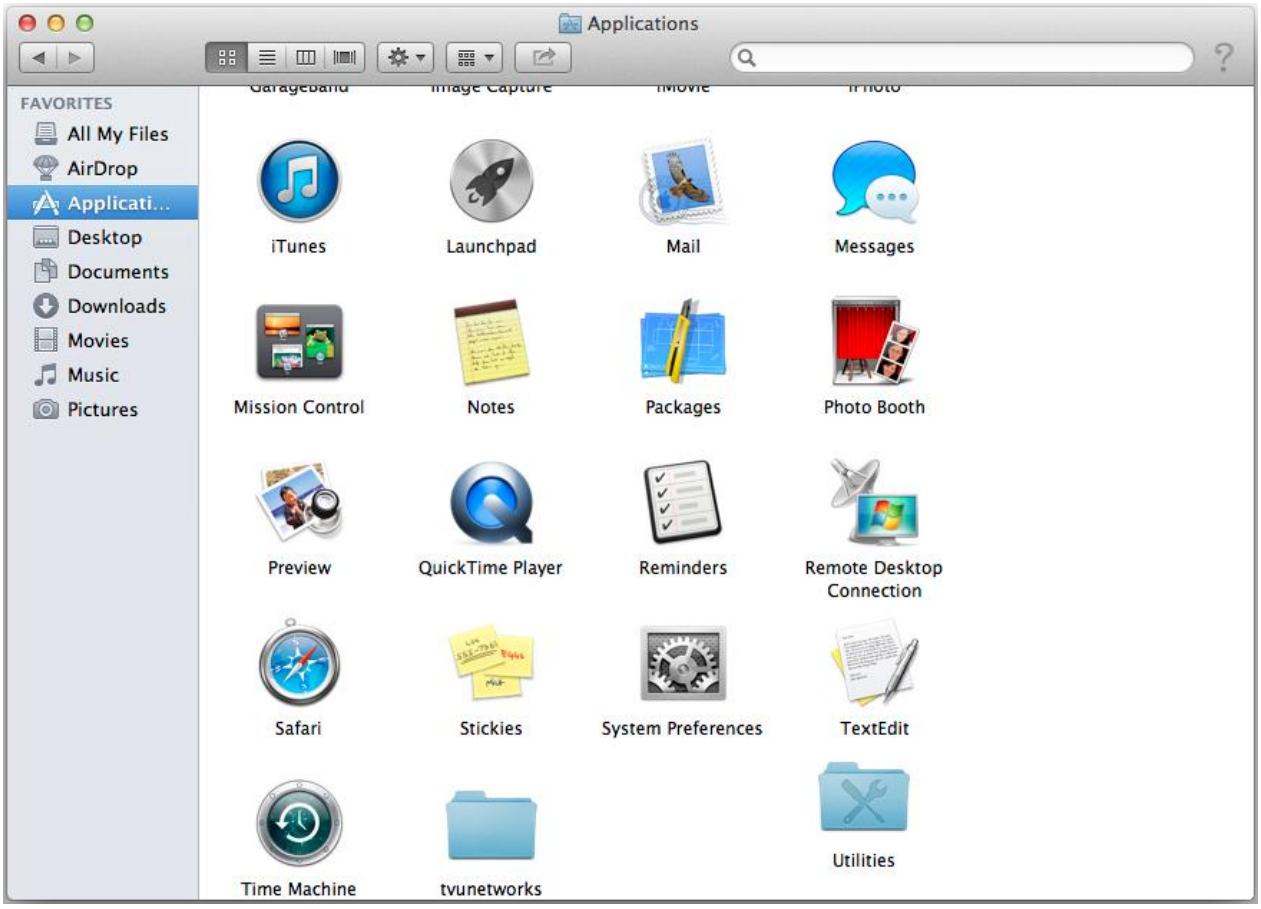

Figure 22 Unity is not present in 'Applications'

If Unity is no longer present in the Applications folder then it has been successfully uninstalled.